

# Managing Emotions Under Pressure and Other Life Skills

Presented by

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Recognizing skills for personal and  
interpersonal effectiveness in the  
workplace...  
and in life

# Burnout

- Defined?

# Worksheet

- For your eyes only

# What are signs of burnout?

- What are causes?

# Tips

- The physical arena

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- The Mental Arena

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- Interpersonal Arena

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- Spiritual Arena

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# STRESS

- What is it?
- What causes it?
- Does your personality contribute to stress?

# Accentuate the Positive

- Types of Attitude

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How to change Self-Talk:

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# Assert Yourself... and Deal with Difficult People

- How Assertive are You?
  - Worksheet for Your Eyes Only

Definition of Assertion

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Alternatives to Assertion?

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# Tips on How to Deal with Difficult People

1. Reframe “difficult person” into “challenging situation”
2. Take a deep breath
3. Allow other person to express needs, complaints, etc.
4. Utilize active listening and assertion
5. Turn statements into questions
6. Be willing to lose that battle in order to win the war
7. Think about desired goal
8. Recognize that old tapes begin to play in our heads
9. Do not personalize it
10. Be solution-driven rather than “right-driven”

# Anger-Don't Let it Own You

Five Rules of Anger:

1. Acknowledge it
2. Experience it
3. Process it
4. Express it
5. Let it go

# Rise to the Challenge

- Six Steps for dealing with Change
  - Recognize that change involves loss
  - Accept or reject the change
  - Approach change as a process
  - Develop a positive outlook
  - Make a plan
  - Allow yourself to be flexible

# And Chill!

Source for Presentation Materials:

*The New Manager's Tool Kit- 21  
Things You Need to Know to Hit the  
Ground Running,  
Don and Sheryl Grimme*



# Anger—Don't Let it Own You

- Worksheet
  - Rule One Acknowledge that you are angry...
  - For your eyes only
  - Score????